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Access the CME Portal**CME in Action**

Presentation Tips

Fernando Cervantes

CME Associate

For many, the thought of preparing a talk and presenting to a room full of people can be both stressful and intimidating. How does one structure a presentation? How does one keep the audience engaged? How should one handle the question and answer portion of the talk? The way one tackles each of these questions can be the difference between an engaged and responsive audience, and a room full of dull faces looking at their phones.

Whether it has been some time since your last presentation or you present on a semiregular basis, here are some tips to improve your presentation skills courtesy of the Harvard Management Communication Letter.

Opening:

Although starting a presentation with a joke might seem like a good idea, this approach tends to fall short of the desired effect. Instead, try telling a story. It is easier to engage an audience through the telling of a parable or personal anecdote. Just be sure the point of the story lines up with your talk and keep the details relevant. If a personal anecdote does not seem appropriate, one can use a story from a classic movie or TV show, however, be sure the story relates organically to the subject ². For more experienced presenters, one can begin the presentation by initiating a game that engages participants while illustrating a particular point. Finally, avoid starting a presentation by telling the audience how nervous you are.

Presentation:

One of the biggest mistakes people make when putting together a presentation is having too many slides or too much information on a single slide. Having too many slides can distract the audience, especially if the presenter is skipping through multiple slides at a time. Additionally, slides should only have about six lines of text and when possible, use pictures, videos, or other visuals. Keep the slides simple! Avoid using slides as a crutch when presenting, instead use slides to visually reinforce key points ³. Abstain from reading or memorizing the presentation, instead, read from notes and practice presenting with a conversational tone. While presenting, make eye contact with the audience, five or six seconds per room section (front, left, right, back), and read their body language. Always check your facts before presenting, and remember to give your audience a positive message by identifying the problem and providing a solution. Lastly, always be aware of the time and leave room for some audience questions.

Question & Answer (Q&A):

The improvisational nature of the Q&A portion is particularly nerve-racking. The key to this part is to listen. There are five levels of listening, feedback, paraphrasing, clarification, empathy, and active listening ¹. Address each question with the appropriate level of listening. If asked a question you cannot answer, be honest with your response. Finally, be respectful of your audience and do not allow one person to monopolize the Q&A session. If one person is taking too much time, politely interrupt, and attempt to answer their question as best you can or let them know you will gladly address their question offline to give it the time it needs.

Supporting Documents:

¹ Harvard Management Communication Letter. (February, 1999). Handling Q&A: The Five Kinds of Listening. President and Fellows of Harvard College.

² Harvard Management Communication Letter. (December, 1998). Five Winning Ways to Begin a Presentation. President and Fellows of Harvard College.

³ Harvard Management Communication Letter. (July, 1999). The Ten Commandments of Presentations. President and Fellows of Harvard College.

⁴ Palis, A. G., & Quiros, P. A. (2014). Adult Learning Principles and Presentation Pearls. Middle East African Journal of Ophthalmology, 21(2), 114–122. <http://doi.org/10.4103/0974-9233.129748>

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HRO at Sharp HealthCare

High Reliability at Sharp

The high reliability initiative at Sharp continues to make progress toward zero defects and zero harm. Nearly all current employees have completed the HRO modules and workshop, and there will continue to be an onboarding requirement for new hires. Additionally, high reliability behaviors and skills are becoming commonplace across the system, while huddles and learning boards engage teams in their daily work, improved systems and processes have reduced employee harm, and Sharp HealthCare's serious safety event rate (SSER) is trending down. As of December 2017 the number of days between serious safety events system-wide improved to 5.7 days compared to 3.1 days in 2014.

HRO training successes as of December:

- 1,901 leaders (99.8%) of leaders have completed the HRO leader skills training
- 16,829 (99%) of staff and leaders have completed HRO skills for all training
- 185 physicians have completed HRO modules

Physician engagement continues to be an important factor in the success of our high reliability initiative. Physicians who have not completed the HRO modules and/or workshop - are encouraged to do so. Modules are available on the CME Portal (www.sharp.com/cmeportal) and workshops run periodically, scheduled primarily at Spectrum. Please contact the CME Department to show you how easy it is to learn about high reliability at Sharp HealthCare.

Hospital-based medical staff leaders have implemented an evidence-based cause analysis component to peer review. Guided by high reliability principles, this new peer review process enhances learning with the intention of driving improvements in systems as well as individual practice.



What's New in CME

Chris Mattson Retires

Chris Mattson, CME Representative, retired this January from Sharp HealthCare's CME Department after nearly 14 years with the Sharp HealthCare. Chris worked most frequently with Sharp Grossmont Hospital, but also helped with Sharp system committees and regularly scheduled activities at Sharp Rees-Stealy Medical Group. She was always a pleasure to work with and enjoyed managing various activities, particularly SGH Grand Rounds. The CME Department would like to wish Chris the best of luck in her next adventure – we expect it will include a lot of travel in the US and abroad.

The CME Department is working to fill the position vacated by Chris' retirement and is currently in the candidate interview process. We are looking forward to adding a new CME Associate to the CME team in our effort to support your continuing professional development needs. Once this person is on board, if you see us at your facility, please stop and introduce yourself as we familiarize them with the various entities across Sharp HealthCare.



Physician Spotlight:

CME at SCV? WHAAAATTTT?

Lynn Welling, M.D. FACEP,
Chief Medical Officer, Sharp Chula Vista Medical Center

Some might say that CME at Chula is stealthy, but in reality it is a readily available and easily obtainable gem. Examples are listening in to the weekly Sharp-wide grand rounds that originate from Sharp Grossmont Hospital (SGH), participation in a process improvement team such as our entity and system sepsis care work, the medical staff leadership retreat May 11th at the Prado (reservations required) and the Physicians Leadership Academy, AND our upcoming binational CME (and wine tasting) conference in Valle de Guadalupe, Baja California.

Bottom line, its easy to pick up CME, inject some pertinent and timely knowledge into your head, see the world, AND improve the way we care for our patients and ourselves. Go forth and do great things!

Click here for details: [3rd Annual Sharp Chula Vista Education Conference 2018](#)



**Lynn Welling, M.D. FACEP (right) and his son Alex (left)
2015 SCV international Sharp CME event in Costa Rica**

Pharmacy Spotlight:

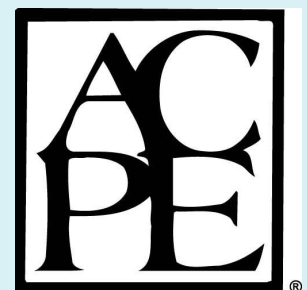
ACPE Reaccreditation Continues

The CME Department is continuing its Accreditation Council for Pharmacy Education (ACPE) re-accreditation process. The department submitted a self-assessment report January 27, 2018 completing the first step of the process.

The next and final step in the review process is the interview. The interview is a conference call between representatives of the Sharp CME Department and the Pharmacy Program and the selected ACPE reviewers. This interview is scheduled for March 22, 2018. Following completion of the interview, feedback will be provided by the ACPE board and a final decision will be made regarding our reaccreditation during May 2018.

Thank you to all those involved in the self-assessment report process and for those committed to participating in the interview next month, especially Albert Rizos, PharmD and Mindy Ta, PharmD. This process has allowed us to demonstrate the many great educational opportunities available for pharmacists and has also helped us identify some opportunities for improvement and innovation.

If you have any ideas for educational opportunities for pharmacists, please email the CME Department at cme@sharp.com.



Activity Spotlight: Looking Back

Aloha! Sharp HealthCare's 2017 Primary Care Conference

November. 30, 2017

Grand Wailea Resort, Maui, Hawaii

Sharp HealthCare hosted its 14th annual primary care conference in Maui that ran from Thursday, November 30th to Monday, December 4th at the Grand Wailea Resort. This year's conference saw the best attendance to date with a little over 250 participants from around the country as well as Alberta, Canada. Topics at this conference included: GI, ophthalmology, physiatry, diabetes as well as others. We had an attendee write, "Thanks for a great conference. I have attended 7 in all and this was the best yet."

This year's conference featured presenters take home messages at the conclusion of their presentations. Some of those messages include:

From Broken and Afraid Effects of Trauma on Brain, Mind and Body, and New Approaches to Healing – Tim Murphy, MD, DLFAPA

- Trauma and Stress beginning very early in life – even during intrauterine life - can alter the brain in enduring ways
- Psychotherapy is the most effective treatment, but not all patients respond

From Probiotics The Cure for Everything or Does the Emperor Have No Bacteria – Richard J. Snyder, MD

- Probiotics are beneficial organisms that engage our immune system and exert health benefits.
- Probiotics as supplements are generally safe.
- Immunocompromised patients and those with indwelling hardware must be cautioned.

From Sleep Tight - Getting Past CPAP – Elan Hekier, MD

- You are seeing an undiagnosed OSA patient almost everyday
- Consider screening patients with STOP-Bang or asking if they snore



Tommy Korn MD (left), Neil W. Treister, MD, FACC (right)

Aloha! Sharp HealthCare's 2017
Primary Care Conference

Activity Spotlight: Looking Forward

Upcoming Conferences

"The evolving role of cardiorespiratory support in the field of cardiac arrest and resuscitation. The evolving Minnesota model"

March 7, Noon - 1 pm

Sharp Memorial Hospital Emergency Department.

Presented by, **Demetri Yannopoulos, MD** Professor of Medicine and Emergency Medicine, The Robert Eddy Endowed Chair in Cardiovascular Resuscitation and Medical Director, Minneapolis.

"Oxygen Targeting in Premature Infants"

March 1, Noon - 1 pm

Sharp Mary Birch Hospital for Women & Newborns and the Neonatal Research Institute.

Presented by, **Wally A. Carlo, MD**, from the University of Alabama at Birmingham Edwin M. Dixon Professor of Pediatrics and Director, Division of Neonatology, Director, Newborn Nurseries.

"Best Practices for Promoting Vaginal Birth "

March 1, 12:30 pm - 1:30 pm.

Sharp Chula Vista Medical Center.

Presented by **David C. Lagrew Jr., MD**, Executive Medical Director, Women's Services, Providence St. Joseph Healthcare, Southern California, Irvine, CA.



Upcoming Events

The most current list of upcoming CME and CPE activities can be found on the CME Portal. You can also view your transcripts and certificates; complete evaluations; update your personal information; and sign up for other activities.

Remember, your CME Portal account username and password may not be the same as your Sharp login credentials.

If you need any assistance, please contact:

CME Department: (858) 499-4560

Technical Assistance Center: (858) 627-5000

To access the CME Portal:

1. Visit: www.sharp.com/CMEPortal
2. Sign In
3. Select My CME to access your account



Christian Mende, MD (left) , Daniel Einhorn, MD (right)
**Aloha! Sharp HealthCare's 2017
 Primary Care Conference**



From left to right: Chris, Fernando, Adriana, John,
 Heather, and Loretta.
CME Department Holiday Lunch



Loretta Thompson, MBA, CHCP
Sharp HealthCare Poker Walk WINNER!!!



Jeffrey Dysart MD (left) , Berthold Pembaur MD, (right)
**Aloha! Sharp HealthCare's 2017
 Primary Care Conference**



From left to right: John, Adi, Craig, Heather, Loretta,
 Adriana, and Tommy Korn, MD.
**Aloha! Sharp HealthCare's 2017
 Primary Care Conference**



Adriana (left) , John, (right), Fernando (sitting)
**Fernando CME Associate receiving
 Employee of the Month, Surprise!**